BREAKOUT SESSION LISTING

Session 1: Tuesday, 9:10 – 10:00 a.m.

Communication & Marketing:

CM-01: Public Speaking 101
Presenter: Katherine Coble – Borshoff Communications

While it may be one of our biggest fears, a good oral presentation can be one of the best ways to engage other people in your cause. Individuals who work with non-profits especially need to take advantage of opportunities to share the story of their organization. In this session, you'll learn some basic tips and humorous examples of what to do and what NOT to do to get your audience's attention. And you'll feel confident that you can survive and THRIVE through any public speaking opportunity!

Audience: All
Level: Beginner

Youth Development:

YD-01: Introduction to Positive Youth Development
Presenter: TBD

Positive youth development or PYD is a term that describes an approach to developing programs for children and youth. In contrast to traditional prevention models, PYD emphasizes building skills and assets in youth in addition to preventing common negative outcomes. The goal of the approach is to develop multi-faceted programs that help kids grow into mature and successful adults.

Audience: All
Level: Beginner

Volunteer Management (Introductory):

VMI-01: Risk Management Issues in Volunteer Selection and Recruitment
Presenter: Drew Miroff – Ice Miller LLP

Too often, nonprofit organizations embrace all volunteers and fail to take necessary and proper precautions to screen those volunteers. This presentation will address risk management issues which arise in the recruitment and selection of volunteers and then provide practical, concrete steps for minimizing and eliminating those risks. Included in the presentation will be an examination of the applicable federal and state regulations pertaining to volunteer screening and selection.

Audience: Volunteer managers, hiring personnel, others who work with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-01: Moving from Volunteer to Donor
Presenter: Angela Dabney – United Way of Central Indiana

Some of your agency's most enthusiastic supporters can be found amongst your pool of volunteers. Many volunteers are willing (though not always able) to support your organization financially. Come to this workshop and learn some tips to help cultivate this enthusiastic group of supporters into donors.

Audience: Volunteer managers, development staff
Level: Intermediate

Capacity-Building (Introductory):

CBI-01: Proposal Writing 101
Presenter: Jennifer Darby, MPA – Forest Manor Multi Service Center

This is a basic workshop on proposal writing which will include information on grantor requests such as RFI's and RFP's, what is a funding proposal, the main components of a proposal, types of grantors, and basic components to building a strong case for one's funding request.

Audience: All
Level: Beginner

Capacity-Building (Intermediate-Advanced):

CBA-01: Building Successful Community Collaborations
Presenter: Amy Tompkins – Indianapolis Neighborhood Resource Center

You know that when people work together they are more likely to achieve their goals than when they try to go it alone. But do you know the major factors that contribute to the success of collaboration and how to initiate it or improve an existing collaboration? Through an interactive, hands-on workshop, participants will learn what collaboration is and is not, how to create or improve an existing collaboration, and why it is so important that people work together.

Audience: Resident leaders, faith-based and community organizations, social service providers
Level: Intermediate

Higher Education Service-Learning:

HE-01: Higher Education Track Keynote Speaker (9:10 – 11:10)
Presenter: Dr. Barbara Jacoby – University of Maryland – College Park

Dr. Barbara Jacoby will kick off the higher education track with her keynote address. Dr. Jacoby is Senior Scholar for the Adele H. Stamp Student Union – Center for Campus Life at the University of Maryland, College Park. She is also Chair of the University's Coalition for Civic Engagement and Leadership and a member of the University's Academy for Excellence in Teaching and Learning. She served as Director of the Office of Community Service-Learning from 2003 to 2005, Director of Commuter Affairs and Community Service from 1992 to 2003, and Director of the Office of Commuter Affairs from 1983 to 2003, all at the University of Maryland. Dr. Jacoby is a national expert on the institutionalization of service-learning in higher education and the author of the international bestseller *Service-Learning in Higher Education: Concepts and Practices.*

Audience: Higher education staff and administrators, college students
Level: All

Session 2: Tuesday, 10:20 – 11:10 a.m.

Communication and Marketing:

CM-02: Talking About Volunteer and Service Experience on a Résumé or an Interview
Presenter: Tara King – Ball State University

Volunteering, service-learning and national service are great ways to gain the work experience and the skills that employers value, and these experiences are just as important as those gained through paid employment. Come to this workshop to learn some tips for including these experiences in your résumé or in a job interview.

Audience: National Service participants and program staff, volunteers, volunteer managers, career center staff
Level: Introductory

Youth Development:

YD-02: Youth and Adults as Partners in Social Change
Presenters: Megan Howey – Harmony Education Center; Naomi Milstein – Center for Excellence in Leadership of Learning, University of Indianapolis

Authentic youth engagement. Social justice. Empowerment. These phrases are tossed around a lot, but what does it really mean to authentically work with youth towards social justice outcomes so that youth are empowering themselves to take action? And how is this different from simply engaging youth in service and leadership activities in schools and the community? Join us in this dynamic and reflective session.

Audience: Youth service practitioners, youth, educators, agents for social change
Level: Intermediate

Volunteer Management (Introductory):

VMI-02: Writing Winning Volunteer Position Descriptions (Part 1 of 2)
Presenter: Vickie Bateman – Volunteer Action Center of Bartholomew County

Volunteer position descriptions are incredibly useful tools and are the critical to your volunteer recruitment efforts. Additionally a clear position description is the basis for an equitable performance evaluation. Come to this session to learn the elements you need to include for a successful position description.

Audience: Volunteer managers, national service participants, others who work with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-02: Legal Issues and Risk Management for Volunteer Management
Presenter: Drew Miroff – Ice Miller LLP

Volunteers are the lifeblood of any nonprofit organization. They can also present the greatest liability risks to them. These risks can come both from liability to the volunteers for incidents that may occur while they are volunteering or to a third party for an accident caused by a volunteer while they are volunteering. This presentation will identify some of these liability risks and provide strategies for minimizing, eliminating and otherwise protecting the organization from the risks.

Audience: Volunteer managers, hiring personnel, others who work with volunteers
Level: Intermediate

Capacity-Building (Introductory):

CBI-02: Good Isn't Good Enough... Build a GREAT Board (10:20 – 12:10)
Presenter: June Miller – Indiana Nonprofit Resource Network

A strong, passionate, high-functioning board of directors, along with a solid board/staff partnership, is the most significant factor in the success of any nonprofit organization. And yet the role of the board is frequently the most misunderstood element of small-to-medium sized nonprofits. Organizations must depend on the expertise and dedication of their board of directors to accomplish their mission and increase capacity. Participants will leave with a very clear definition of a "great board" and realize that it is attainable, even for the smallest organization. Those in attendance will be actively involved in learning through a series of activities proven to increase participation and retention. This double-length session is a follow up to the session presented at the 2007 Governor's Conference.

Audience: Staff, volunteers, existing board members, potential board members
Level: Introductory-Intermediate

Capacity-Building (Intermediate-Advanced):

CBA-02: Executive Transition and Succession Planning
Presenter: Bryan Orander – Charitable Advors, LLC

We all know how important the Executive Director is to the life and continuity of most nonprofits. Occasionally, their departure is known well in advance and can be carefully planned. But more often, the departure is more sudden and pushes the board into a role they did not sign up for: running the organization while recruiting a replacement. The Executive Transition Management and Succession Planning process, researched and developed by the Annie E. Casey Foundation, is designed to minimize the risks that occur when an Executive Director departs, and to facilitate opportunities for board leaders to build the capacity of their organizations during the

transition process. Learn how to prepare your organization to more effectively deal with an unplanned or planned departure and turn it into a more positive, less stressful, experience for the board and the organization. Every participant will leave with a template for an Emergency Succession Plan.

Audience: Nonprofit executives and staff, board members, others in leadership positions
Level: Intermediate – Advanced

Session 3: Tuesday, 11:20 a.m. – 12:10 p.m.

Communication & Marketing:

CM-03: Crisis Communications: Planning and Associated Issues
Presenter: Mark Bruhn – Indiana University

As are many universities and colleges after the tragic shooting at Virginia Tech, Indiana University is reviewing its existing well-developed crisis communications plans and capabilities, and is developing a needs/solutions matrix in order to identify any concerning gaps. The university has also implemented an "emergency notifications system," as a component of a layered communications strategy, which also includes radios, over-the-air broadcasts, sirens and external public address, and human involvement such as building wardens and residence hall assistants. Mark Bruhn will describe Indiana University's plans, cite some important aspects of building a crisis communications plan, and discuss common issues and problems surrounding attempts to satisfy growing expectations that ALL members of a particular community will be notified immediately in all appropriate situations (hint: it cannot be done).

Audience: All
Level: Introductory-Intermediate

Youth Development:

YD-03: Analyzing the Role of Adults in Youth Rebellion
Presenter: Brandon Cosby – Center for Excellence in Leadership of Learning, University of Indianapolis

Often young people who don't behave as adults want them to are viewed as problems to be dealt with. Where did this idea come from, and how can youth practitioners, educators, and other adults keep from falling into this deficit-based mindset? We will analyze the conditions that adults have created that cause young people to become disruptive or rebellious. We will also explore how adults can build upon the strengths, passions, and values of all young people.

Audience: All
Level: Intermediate

Volunteer Management (Introductory):

VMI-03: What's New on the Horizon for Volunteer Managers
Presenter: Vickie Bateman – Volunteer Action Center of Bartholomew County

The volunteer management sector is continually growing and professionalizing. As a result, more and more organizations are developing with a focus on the development of volunteer management professionals across the country. Participants will learn about these exciting developments and what they mean to you.

Audience: Volunteer managers and other who work with volunteers
Level: Introductory-Intermediate

Volunteer Management (Intermediate-Advanced):

VMA-03: Mutual Performance Reviews
Presenter: TBD

Performance evaluation is not just an opportunity to review a volunteer's performance. It is also an opportunity for the volunteer to evaluate your agency's volunteer management program. Participants in this session will learn some tips and receive some tools for an effective mutual performance review.

Audience: Volunteer managers, national service participants, others who work with volunteers
Level: Intermediate-Advanced

Capacity-Building (Intermediate-Advanced):

CBA-03: Nonprofit Solutions: Connecting Nonprofits to Consultants
Presenter: Keisha Nickolson – Nonprofit Solutions Center at IUPUI

If your organization is faced with problems that you can't easily solve, a consultant may be your answer. You may save time and money and avoid costly mistakes by finding the right assistance to help you overcome a challenge, add expertise to your staff, or prepare for a new initiative. The trick is to know what problems warrant a consultant's services. This workshop will focus on components of the nonprofit/consultant relationship and how to develop expectations of the consultant.

Audience: Nonprofit staff and board members, consultants
Level: Intermediate

Higher Education Service-Learning:

HE-03A: Indiana Campus Compact Richard J. Wood Student Award Recipient and Finalists Panel
Presenters: TBD

Please join the Richard J. Wood Student Award Recipient and two Finalists for a moderated panel discussion highlighting their service achievements and commitment to community.

Audience: All
Level: All

HE-03B: Different Service-Learning Models in Academic Disciplines and Student Development
Presenters: Hilary Braysmith, Ph.D., Michael Slavkin, Ph.D., Doris Mohr, Ph.D., Matthew Krevda, Mary Opatrny, Ph.D., and Margaret Felton -University of Southern Indiana

This panel of faculty and student affairs administrators will explore a variety of engagement practices – including developing service-learning courses, ethical engagement practices, working with diverse groups, interesting college students in service, and structuring successful reflection activities. Examples will come from Public Art, Mathematics Methods, Residence and Student Life, Social Work, and Psychology.

Audience: Higher education faculty, staff/administrators, students, community partners
Level: All

Session 4: Tuesday, 2:25 – 3:15 p.m.

Communication & Marketing:

CM-04: Making the News: Media Relations 101
Presenter: Lisa Hutcheson – Indiana Coalition to Reduce Underage Drinking

Media has many forms and organizations are able to utilize the media as a tool to reach audiences with their message. This presentation will provide information on the various forms of media as well as basic tools of media advocacy. Through these tools, participants will be able to take away materials and skills that will help them develop comprehensive media advocacy plans as well. This presentation is interactive, providing participants with the opportunity to practice skills and gain valuable feedback!

Audience: All
Level: Introductory

Youth Development:

YD-04: Does Your Youth Program Accomplish Its Key Objectives? How Can You Tell?
Presenter: G. Roger Jarjoura, Ph.D. – IUPUI School of Public & Environmental Affairs

This session will walk participants through the steps of creating a strategy for performance measurement in youth programs. Specifically, participants will start with a mission statement and identify key intermediate and long-term outcomes, particularly related to achievement and behavior change. Then they will learn how to create a strategy for collecting the necessary data on a regular basis -- this often involves establishing key partnerships and coming to critical agreements. Participants will also explore ways to interpret data within their own contexts so that they can tell their story in a way that is meaningful to stakeholders. During the session, we will use real-life examples and data to practice the different steps in the performance measurement process.

Audience: Staff and administrators of youth-serving programs
Level: Intermediate

Volunteer Management (Introductory):

VMI-04: Creating a Recruitment Strategy and Conducting a Successful Recruitment Campaign (Part 2 of 2)
Presenter: Vickie Bateman – Volunteer Action Center of Bartholomew County

In this workshop, a local volunteer management professional will share resources and experiences for a successful volunteer recruitment campaign. Any individual or organization that works with volunteers will find this an insightful workshop!

Audience: Anyone who works with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-04: Managing Special Event Volunteers
Presenter: TBD

So you've got a fundraising event coming up and you need 50 volunteers. Now what? This workshop will provide some easy-to-follow steps to take when planning to manage special event volunteers.

Audience: Volunteer managers, national service participants and program staff, others who work with volunteers
Level: Intermediate

Capacity-Building (Introductory):

CBI-04: Creating a Balanced Fundraising Plan
Presenter: Jessica White – Jessica White Associates

The addition of effective fundraising planning can assist the organization to think strategically, with an eye toward desired outcomes. In the best situations, sound development planning becomes a catalyst for increased capacity and ability within the organization. This workshop will provide you with a framework for creating a development plan for your organization that provides a team focus to your capacity-building efforts.

Audience: Small to mid-size nonprofits, development professionals, AmeriCorps*VISTA members, others interested in nonprofit development
Level: Introductory-Intermediate

Capacity-Building (Intermediate-Advanced):

CBA-04: Making the Funding Connection
Presenter: Larry Smith – The Center on Philanthropy at IUPUI

One of the main reasons that agencies don't get the funds they'd like is because they aren't always aware of the unwritten rules governing building relationships with foundations and other potential funders. Participants in this session will learn some practical tips on what to do and what not to do to make connections with potential funders.

Audience: Nonprofit executives, development officers, faith-based and community organizations; national service members
Level: Intermediate-Advanced

Higher Education Service-Learning:

HE-04A: Student Presentations: *Indiana State University's Alternative Breaks: Building a Quality Service-Learning Experience* and *Engaging Pre-Service Teachers in Service for the Community*
Presenters: Crystal Brown, Amy Rewa, Jacquelyn Wonsey, and Mileah Davis - Indiana State University
Korrine Gust, Ed.D. and Kelsey Morris - Manchester College

The focus of the first presentation will be the experiences and lessons learned from a student-developed Alternative Break program, including the hands-on educational learning and behind-the-scenes learning. Participants will learn ways to challenge students and find ways to improve their Alternative Break programming.

In the second presentation, the Manchester College Student Education Association will discuss its tutoring program for students in grades 1-8 at the local schools and providing monthly programs for the Wabash County Association for Retarded Citizens. This student organization and its activities will be explored.

Audience: All
Level: Introductory

HE-04B: A Water Quality Based Service-Learning Project
Presenter: Sarah Cote, Assistant Professor of Biotechnology - Ivy Tech Community College (Bloomington)

This presentation will explore an 11-week environmental science service-learning project focusing on local water quality. The presentation will focus on the reasoning behind the project as well as its development. The components and outcomes of the project will be covered, and the presentation will end with a discussion of how it can be applied in other locations.

Audience: Students, educators, community partners, higher education faculty and staff
Level: All

Session 5: Tuesday, 3:45 – 4:35 p.m.

Communication & Marketing:

CM-05: Powerful Press Releases
Presenter: Ethan Ax – Sherman and Company Public Relations

Media coverage can provide your agency with the public exposure it needs, but how do you get the media's attention? A well-written press release is critical to attracting media the media to your event or story. Come to this workshop to learn the critical elements and format of a winning press release.

Audience: All
Level: Introductory

Youth Development:

YD-05: Does Your Youth Program Accomplish Its Key Objectives? How Can You Tell?
Presenter: G. Roger Jarjoura, Ph.D. – IUPUI School of Public & Environmental Affairs

This session will walk participants through the steps of creating a strategy for performance measurement in youth programs. Specifically, participants will start with a mission statement and identify key intermediate and long-term outcomes, particularly related to achievement and behavior change. Then they will learn how to create a strategy for collecting the necessary data on a regular basis -- this often involves establishing key partnerships and coming to critical agreements. Participants will also explore ways to interpret data within their own contexts so that they can tell their story in a way that is meaningful to stakeholders. During the session, we will use real-life examples and data to practice the different steps in the performance measurement process.

Audience: Staff and administrators of youth-serving programs
Level: Intermediate

Volunteer Management (Introductory):

VMI-05: Working with Older Adults as Volunteers
Presenter: Kelly Porter – Executive Service Corps

Participants in this workshop will explore the volunteer opportunities that may attract Baby Boomers who are looking for that chance to make a difference. Whether it is in their own community or across the globe, Boomers want to give back and bring with them a wealth of experience. Those who work with volunteers will learn what their programs need to offer in order to attract energetic, enthusiastic and experienced volunteers.

Audience: Volunteer managers, others who work with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-05: Volunteer Recognition on a Budget
Presenter: TBD

Okay, so you'd like to be able to throw a huge party and buy gifts to recognize the success and dedication of your volunteers, but the annual budget dictates otherwise. Volunteer managers will learn some practical ideas for effective volunteer recognition on a shoestring budget.

Audience: Volunteer managers and other who work with volunteers
Level: Intermediate

Capacity-Building (Introductory):

CBI-05: Creating Signature Events
Presenter: Jessica White – Jessica White Associates

Considering our cultural obsession with entertainment, special events would seem to be an effective tool for creating donors and developing public awareness. Yet, for

many nonprofit organizations, they represent a kind of fundraising black hole into which time, money and energy disappear and are never seen again. This workshop will help you learn how to maximize your efforts to create an event that not only raises friends but provides significant revenue for your organization.

Audience: Development officers, event planners, nonprofit executives/program staff
Level: Introductory-Intermediate

Capacity-Building (Intermediate-Advanced):

CBA-05: Understanding Capacity-Building Requests from a Funder's Perspective
Moderator: Tina Smith – Lumina Foundation for Education

Many organizations are aware that grants exist to help build capacity. However, there is much confusion out there as to what funders are looking for in a capacity-building request (hint: a new building is not capacity-building). If you want to know what funders are looking for in capacity-building requests, this session is for you.

Audience: Development officers, faith-based and community organizations, VISTA members
Level: Intermediate

Higher Education Service-Learning:

HE-05A: Student Presentations: *Bridging the Gap: the Valparaiso University Social Action Leadership Team as a Model for Student Leadership in Service and Action* and *Service-Learning: From a Student's Perspective*
Presenters: Hannah Cartwright, Tezra Jennings, Libbi Bartelt, Alan Holderread, James Strasburg, Jeff Field, Rebecca Lohrman, Kim Hover, and Pastor James Wetzstein - Valparaiso University
Jeff Bryant and Kari Johnson - University of Indianapolis

The first presentation will discuss how students can connect their activism with their faith, use their classroom learning to inform action and build leadership, and cultivate a space in which students look beyond the campus bubble for opportunities to serve in the Valparaiso community and the world. Special attention will be paid on how God calls to community, awareness, and an active response to the injustices in the world. Models of leadership and grassroots action – as well as highlighting the achievements of the World Relief Campaign that annually raises $10,000 for a sustainable cause – will be shared.

The second presentation will assist participants with how to apply classroom knowledge in serving people in different communities through a Spring Term Trip. It will be presented from both a student and faculty perspective focusing on application of classroom work and how it services the community, learning that it's not about me it's about serving others, faith-based principles and service-learning, developing positive relationships among participants, planning and marketing a service-learning trip, and work projects for service-learning trips.

Audience: All
Level: All

HE-05B: Engaging Your Community Partners
Presenter: Kathy L. Smith, Associate Director of Student Life - Ball State University

This interactive presentation will explore common challenges when working with community partners. Attendees will define community partners, discuss common language barriers between higher education and community partners who may or may not understand common higher education lingo, and will share in round table format what each of their campuses is doing in relation to strengthening community partnerships. An overview of Ball State University's initiatives with community partners will be explored with a focus on challenges and successes.

Audience: Higher education staff and administrators
Level: All

Session 6: Wednesday, 9:10 – 10:00 a.m.

Communication & Marketing:

CM-06: Don't Let Meetings Manage You!
Presenter: Kim Donahue – United Way of Central Indiana

Have a great meeting by using the right kind of agenda to accomplish your goals. Use simple techniques to move the discussion along. Learn how to channel the energy of the "challenging" attendees so that meetings end on time!

Audience: All
Level: Introductory – Intermediate

Youth Development:

YD-06: Misremembering History: Why the Past is Haunting the World
Presenter: Erica Bryant, Harmony Corps Youth Engagement Project

As youth learn to understand the world around them it is important that racial and cultural histories are honored. Oftentimes, a "young" person's connection to historical events/figures is skewed by the oppressive and dominant perspective. In this experiential workshop, youth practitioners will explore higher-order text and historical profiles in order to explore there beliefs and understanding of the past before facilitating programs intended for youth to confront the collective misremembering of the past.

Audience: Those who work with youth
Level: Intermediate

Volunteer Management (Introductory):

VMI-06: Understanding the Pool of Volunteers: Generational Differences, Motivations and Current Trends in Volunteering
Presenter: Vickie Bateman – Volunteer Action Center of Bartholomew County

Different generations approach volunteering in different ways and may often have different motivations for volunteering with your agency. Come to this workshop for a crash course in the state of volunteering in America and how volunteer managers are responding to these trends.

Audience: Anyone who works with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-06: Corporate Volunteering: Better Together In Our Community
Presenters: Kyle Allen & Rhonda Mossner – Methodist Medical Group

The presenters will share how Methodist Medical Group incorporated a volunteer community service plan for their company and in the last three years has engaged volunteers into over 60 nonprofits throughout the Indianapolis area. Topics to be addressed include: 1) why corporate volunteering makes good business sense; 2) how to attract big business to your cause; 3) how to secure a win-win community partnership; 4) internal marketing strategies for recruiting volunteers; 5) tracking volunteers; and 6) volunteer recognition ideas.

Audience: Anyone who works with volunteers
Level: Intermediate

Capacity-Building (Introductory):

CBI-06: Financial Management 101: What to have in place before you get the grant
Presenter: Karen Kennelly, MBA, CPA – Katz, Sapper, and Miller, LLP

As the nonprofit community continues to grow, so does the competition for dollars. So how does a funder decide which grant to fund? Careful evaluation of both the sustainability of an organization and the feasibility of a project are necessary. This session is intended to cover the basis of financial reporting and some of the key items grantmakers and other funders are looking for when making decisions. What are the key documents? Why are these documents important? What are the important financial concepts and ratios that funders are typically looking for?

Audience: Nonprofit staff, students interested in the nonprofit sector
Level: Introductory

Capacity-Building (Intermediate-Advanced):

CBA-06: Starting a National Service Program or Project in Your Community
Presenter: Carey Craig, Office of Faith-Based and Community Initiatives

National service can help your organization implement those projects or ideas that require special funding or assistance. Through programs and grants, the Corporation for National and Community Service provides human capital—people power—to help you address emerging needs in your community. Each year, national and community service participants and grantees recruit hundreds of thousands of volunteers, who donate millions of hours of service to their communities. Come learn about national service and about how you can start a national service program in your community.

Audience: All
Level: Intermediate

Higher Education Service-Learning:

HE-06A: Student Presentations: *Maximizing Student Leadership to Offer Service Initiatives* and *From Katrina to Kokomo*
Presenters: Kathryn S. Garrett-Deiner, Alyson Michelle Edwards, and Jeremy Nathan Raymond - Manchester College

Ruth Patrick, Laura Brown, and Tonya Smith - Ivy Tech Community College (Kokomo)

What can students do to lead service initiatives on your campus?—well, everything! In the first presentation, you will learn about the student-run Office of Volunteer Services at Manchester College. This presentation will highlight how the small, student-run office engages the entire college campus, as well as the surrounding community, in successful projects. Roles of student leaders as Directors will be discussed.

In the second presentation, the Community Constructors of Ivy Tech Community College – Kokomo will present an illustrated history of the three years of alternative spring break trips to the Gulf Coast to work on homes damaged by Hurricane Katrina in 2005. The presentation will outline the processes that the Community Constructors followed to partner with the community service agencies, how to become a recognized student organization, and how to recruit new members.

Audience: All
Level: All

HE-06B: Get Recognized for Your Work: the Value, Process, and Benefits of Receiving Carnegie Community Engagement Classification
Presenters: Nancy Brattain Rogers, Ph.D. and Kevin Snider, Ph.D. - Indiana State University

In 2006, Indiana State University submitted a successful application for the Carnegie Foundation's elective community engagement classification in both curricular engagement and outreach and partnerships. This presentation will focus on why the decision to apply was important to institutional priorities and goals, the process of completing the application, and the benefits to the University community. Specific focus will be given to providing examples of documentation of institutional community engagement activities.

Audience: Higher education staff/administrators and faculty
Level: Intermediate – Advanced

Session 7: Wednesday, 10:20 – 11:10 a.m.

Communication & Marketing:

CM-07: Communication Lessons from the Corporate Jungle
Presenter: Jennifer Bertram – Bottom Line Performance, Inc.

Participants in this session will take away what's best about corporate communication, learn from business' mistakes, and take away easy methods for improving their personal and organizational communication. Through the use of several case studies from the corporate world, participants will apply communication best practices to their roles in a nonprofit organization. Participants will recognize how their communication skills affect their ability to recruit and retain volunteers and employees.

Audience: Anyone in a leadership role within a nonprofit
Level: Intermediate

Youth Development:

YD-07: Misremembering History: Why the Past is Haunting the World
Presenter: Erica Bryant, Harmony Corps Youth Engagement Project

As youth learn to understand the world around them it is important that racial and cultural histories are honored. Oftentimes, a "young" person's connection to historical events/figures is skewed by the oppressive and dominant perspective. In this experiential workshop, youth practitioners will explore higher-order text and historical profiles in order to explore there beliefs and understanding of the past before facilitating programs intended for youth to confront the collective misremembering of the past.

Audience: Those who work with youth
Level: Intermediate

Volunteer Management (Introductory):

VMI-07: You Mean We're Supposed to Provide Training?
Presenter: Sharon Boller – Bottom Line Performance, Inc.

We're not all training experts and we don't all have the means to put together the volunteer training that we need to promote retention. This session provides non-training professionals some easy-to-use techniques and tools to help them create simple, effective training for their volunteers. All participants will leave with several tools and tips they can use right away in both hard-copy and electronic format.

Audience: Anyone who supervises volunteers
Level: Beginner

Volunteer Management (Intermediate-Advanced):

VMA-07: High Tech, High Touch: Training Volunteers Via the Web
Presenter: Emily Booth, Ph.D. – American Red Cross of Greater Indianapolis

This lecture will present an overview of the advantages and disadvantages of utilizing online training for volunteers, including examples of how different agencies are accomplishing this; self assessment exercises to help participants ascertain if online training is appropriate for them; the technology infrastructure needed for online training; and tools for developing an online training program for their volunteers.

Audience: Volunteer managers, program managers, others who work with volunteers
Level: Intermediate

Capacity-Building (Introductory):

CBI-07: Financial Management 201
Presenter: Karen Kennelly, MBA, CPA – Katz, Sapper, and Miller, LLP

Nonprofits are (and should be) focused on their mission and on serving their clients in the best way possible. This often outweighs the equal importance of financial accountability, which has not gone without notice by the government and the public. Understanding what the appropriate financial measurements for your organization are and the most effective method for communicating the results to your

constituents can help bridge the divide that often exists between the organization's mission and its financial accountability.

Audience: Nonprofit executives, board members, financial officers, development staff
Level: Intermediate (Financial Management 101 is a recommended prerequisite)

Capacity-Building (Intermediate-Advanced):

CBA-07: Breathing Life into "Bored Boards" (10:20 – 12:10)
Presenter: Annie Hernandez Varbanov – Leadership Ventures

Do you want to have engaging board meetings and members? If so, attend this interactive, hands-on workshop to discuss governance models and strategies for breathing new life and energy into your board. Attendees will explore when their boards have been the most engaged and use those examples for building future engagement strategies. All participants will leave with at least one engagement strategy they plan to implement in the future.

Audience: Nonprofit executives and staff, board members
Level: Intermediate

Higher Education Service-Learning:

HE-07A: Student Presentations: *Indiana University ACEs – Advocates of Community Engagement* and *Providing Water Resources, Sanitation, and Hygiene Training in Rural Guatemala*
Presenters: Anita Mazkoori, Emily Proligle, Chelsey Winiger, and Anna Remenschnieder - Indiana University Bloomington
Ashley Rosenberger, Anna Burke, Derek Shiels, Megan Sharp, and Catie Warriner - Taylor University

The first presentation will discuss the ACE Program at Indiana University, the individual roles of an ACE, and ACE projects such as: Midwest Pages to Prisoners, Stonebelt, Templeton Elementary, and Big Brothers/Big Sisters.

In the second presentation, learn about Taylor University's January trip to rural Guatemala for three weeks of implementing principles and practices of appropriate technology in community development. Through this cross-cultural service-learning course students met a real community need, deepened their understanding of hydrology, developed a broad appreciation of the role of water and sanitation in holistic development, and enhanced their sense of global civic responsibility. In this presentation students will discuss the structure of this course and the impact of their project on their own lives and on the participating Guatemalan communities.

Audience: All
Level: Introductory – Intermediate

HE-07B: A Model for True Immersion: How a Foundations Class was Transformed, Students were Empowered, and Real (Service) Learning Occurred
Presenters: Mark Malaby, Ph.D. and John M. Clausen, Ph.D. - Ball State University

The focus of this presentation will follow the restructuring of Educational Foundations classes as they were moved from a teacher-centered University based format to an immersive, service-learning experience. The cornerstone of this transformation is the partnership with the local school district and the service project students

complete over the course of the semester. Special attention will be paid to the reciprocal benefits – deep participant immersion, student construction and modeling best practices for community engagement, and the immediate and long-term assistance to the city of Muncie and Muncie Community Schools.

Audience: K-12 educators, higher education faculty, staff/administrators, community partners
Level: All

Session 8: Wednesday, 11:20 a.m. – 12:10 p.m.

Communication and Marketing:

CM-08: Managing Your Volunteer Program's Online Presence
Presenter: Roger Williams: Emergent Leadership Institute

MySpace, Facebook, LinkedIn, Flickr... this is some of the terminology you need to be familiar with to bring your volunteer program into the 21st Century. Attendees in this session will learn the difference between Web 1.0 and Web 2.0 and how to use social networking tools (Web 2.0) to promote their volunteer programs.

Audience: Those who work with volunteers
Level: All levels

Youth Development:

YD-08: Flying Fingers through the Generations
Presenter: Glenn Carlstrand, Southport High School

The goal of this workshop is to share a unique program that requires skill in American Sign Language (ASL). Southport High School ASL students wanted to venture out into the community and use their newly-acquired ASL skills in a way that helped them become a part of the culture they are learning. They did this by partnering with an assisted living facility for the deaf. Come to this workshop and get a hands-on approach to teaching and sharing your language and how it might apply in your school and community.

Audience: Educators (K-12 and Higher Education)
Level: Introductory-Intermediate

Volunteer Management (Introductory):

VMI-08: Engaging and Managing College Students as Volunteers and Service-Learners within Your Nonprofit
Presenter: Claire King – Indiana University P-16 Project

How can the energy and flexibility of college students be harnessed effectively for your nonprofit? What kinds of experience and lived wisdom can you tap into with students serving in your agency for academic purposes, such as service-learning requirements or internships? How does communication both advance and hinder your dealings with college students? What are the not-so-obvious cultural considerations to be mindful of when academia and student life intersect with community need? We will investigate successes and co-construct a road map for this collaborative work that honors and channels youth voice.

Audience: Those who work with volunteers, service-learners and interns
Level: All levels

Volunteer Management (Intermediate-Advanced):

VMA-08: Turning Good Intentions into Good Results
Presenter: Lisa Meece – Bottom Line Performance, Inc.

Your volunteers have good intentions, but the results you get from them are not always consistent. Providing them with information and skills to operate effectively makes them more productive, satisfied, and committed volunteers. By attending this session, you will learn 1) how to identify the information your volunteers need to be effective; 2) how to effectively share that information with volunteers; 3) advantages and disadvantages of different ways of providing information and skills; and 4) tips for increasing the effectiveness of training and communication.

Audience: Volunteer managers, others in leadership or training roles
Level: Intermediate – Advanced

Capacity-Building (Introductory):

CBI-08: Program Development 101
Presenter: Cecelia Johnson-Powell – Indiana Housing and Community Development Authority

This workshop introduces participants to the specifics of program development in the context of working with multiple stakeholders, complex issues, and building upon community capacity. The session will focus on some key tasks such as developing outcome objectives, as well as tools and approaches to overcoming common barriers to effective program planning.

Audience: All
Level: Introductory

Higher Education Service-Learning:

HE-08A: Challenging the Philanthropy-First Paradigm in Fraternity and Sorority Life
Presenters: Colleen Rose, Darrell Ann Stone, and Lesley Fasone - Indiana University Bloomington

As undergraduate fraternity men and sorority women focus increasingly more on fund-raising and planning philanthropic events, are students missing out on the meaningful learning experience both service and philanthropy offer? This session will focus on infusing education and local partnerships into fraternity and sorority service and philanthropy; "speaking Greek," or how to connect the Greek experience to social justice and civic engagement; building bridges between community service offices on-campus and fraternity and sorority life; and Indiana University Bloomington's model for building meaningful service leadership experiences in Greek life.

Audience: Higher education staff/administrators, college students
Level: All

HE-08B: Student Engagement Experiences: Cross-Cultural and Multidisciplinary Arts Programming in Local and International Communities

Presenters: Marilyn Lake McElwain, MFA; Jenetta Wright; and Lauren Ditchley - University of Indianapolis

This presentation brings together students and faculty who were involved in grant-funded (partially through Indiana Campus Compact) service-learning projects that benefited students, long-term partners, and participants in Fountain Square on the south side of Indianapolis and also in San Ignacio, Belize. The focus will explore the projects, challenges, as well as visual imagery and a brief video of the participants being interviewed.

Audience: Higher education faculty, staff/administrators, students, and community partners
Level: All

Session 9: Wednesday, 1:30 – 2:20 p.m.

Communication and Marketing:

CM-09: Addressing Workplace Conflict in Healthy Ways
Presenter: Tahnea Jafari – Peace Learning Center

This session is designed as an experiential "practicum" wherein participants learn healthy communication skills and practice them with others in an authentic way. Group and individual feelings, needs and comfort levels will be honored. Learning to "speak your truth" with integrity and respect while being open minded and non-threatening are some of the topics covered. Participants will gain insight and experience in how best to listen to others when disagreements arise or when emotionally triggered by comments.

Audience: All
Level: All levels

Youth Development:

YD-09: Teaching Youth Leadership
Presenter: Patrick Hughes – Indianapolis Metropolitan High School
Would you like to infuse your youth-serving program with elements that promote youth leadership? In this workshop, youth workers will pick up some tips to ensure that their program not only keeps young people out of trouble, but also equips them with the leadership skills they need to succeed.

Audience: Youth workers, national service program staff and participants, program managers
Level: Introductory-Intermediate

Volunteer Management (Introductory):

VMI-09: Teambuilding through Problem-Solving Initiatives
Presenter: Christy Hicks – AmeriCorps Alums

Hula hoops, rubber chickens, and waffle balls are the key ingredients to the fun Teambuilding workshop. Participants will work in small groups to creatively solve problems through interactive games. These activities are appropriate for people of

all ages and abilities, so they're a great addition to your volunteer training process. Participants will gain 1) a deeper understanding of the experiential learning cycle; 2) facilitation techniques to replicate these teambuilding activities in their own community or program; 3) sources for inexpensive teambuilding facilitation gear; and 4) reflection strategies to make the most of the teambuilding experience.

Audience: AmeriCorps program staff and members, volunteer managers, other who work with volunteers
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-09: Communication Guidelines and Strategies for Working with Volunteers with Disabilities
Presenter: Paula Hartzer, Indy Parks and Recreation

Knowing how to communicate effectively with all participants and volunteers is crucial to being inclusive. This session summarizes what to do and what not to do when speaking with persons with disabilities, speaking about persons with disabilities, and/or writing about people with disabilities as individuals or as a group. Participants will leave with the tools to train other staff in person-first communication. Each participant will be given a cd with the PowerPoint on person-first language, session handouts, and interactive activities to take back to train or share with other volunteers/staff.

Audience: Volunteer managers, volunteers, nonprofit managers, national service programs
Level: Intermediate

Capacity-Building (Introductory):

CBI-09: Proposal Writing 101
Presenter: Jennifer Darby, MPA – Forest Manor Multi Service Center

This is a basic workshop on proposal writing which will include information on grantor requests such as RFI's and RFP's, what is a funding proposal, the main components of a proposal, types of grantors, and basic components to building a strong case for one's funding request.

Audience: All
Level: Beginner

Capacity-Building (Intermediate-Advanced):

CBA-09: Leadership Can Be Used For Good or Evil
Presenter: Lou Russell – Russell Martin & Associates

Today's leaders must manage unprecedented rates of change and growth in a radically new and extraordinarily complex environment. Leadership Alchemy identifies the core relationship management skills that underlie every facet of successful leadership. Through interactive exercises and learning activities, participants in this program will explore their own leadership style along with the competencies and behaviors necessary to meet the challenges of leadership.

Audience: Supervisors of staff or volunteers, aspiring leaders
Level: Intermediate

Higher Education Service-Learning:

HE-09A: From Vision to Mission: The Baxter Neighborhood Center for Service and Learning
Presenter: Ange Cooksey, MA/MS - Indiana University East

The Baxter Neighborhood Help Center is a student-created, student-run full service help facility, which serves families, children, and youth in the Baxter Neighborhood in the city of Richmond, Indiana. It is a university-community collaborative created through the work of service-learning students enrolled in a variety of university Humanities courses taught by a number of different professors. In this session, participants will explore the creation of the Center, its history, and the coursework which supports it. Special attention will be paid to the collaborative relationships and creative partnerships which make the service-learning at the Center happen.

Audience: K-12 students and educators, higher education students, faculty, staff/administrators
Level: All

HE-09B: Incorporating Service-Learning in the English Classroom
Presenter: Jennifer Alter - Ivy Tech Community College (Lafayette)

This presentation will discuss the revision of an existing remedial English writing course at a Community College to include a service-learning component. Examples of writing assignments to meet required course objectives and existing assignments will be shared, as well as successful reflection activities that can be done both in and out of the classroom setting. Lessons learned and recommendations will be discussed.

Audience: K-12 educators and higher education faculty
Level: Introductory

Session 10: Wednesday, 2:55 – 3:45 p.m.

Communication and Marketing:

CM-10: Marketing Volunteer and Service Opportunities
Presenter: Mike Kraft – United Way of Central Indiana

Having trouble with volunteer recruitment, or with locating the right kind of volunteer? There are a variety of effective methods of marketing your volunteer and service opportunities out there, many of which require little or no cost. This workshop will cover some effective practices that will aid you in getting the word out about your organization's volunteer and service opportunities to as broad (or as targeted) an audience as possible.

Audience: Anyone who recruits volunteers
Level: Introductory

Youth Development:

YD-10: Engaging Young People in Philanthropy
Presenter: Jerry Finn – Youth Philanthropy Initiative Indiana

Youth philanthropy is a methodology that educates young people about social change in order to in order to develop solutions to today's problems. It is also effective in instilling the ethic of giving early in life. This session will highlight best practices in youth philanthropy in Indiana and participants will receive tips and ideas that they can easily put into practice in their own communities.

Audience: Anyone who works with youth
Level: Introductory

Volunteer Management (Introductory):

VMI-10: Tapping Into the AmeriCorps Alumni Network for Skilled Volunteer Leaders
Presenter: Christy Hicks – AmeriCorps Alums

Skilled volunteers are valuable assets in any service endeavor. Alumni who served in AmeriCorps built a wide array of unique skills such as media relations, project management, grant-writing, youth programming, construction techniques, community development, strategic planning, group facilitation, and much more. This discussion-based workshop will give you an opportunity to identify your organization's most pressing volunteer needs, and find out how to tap into the network of AmeriCorps alumni for highly skilled volunteers.

Audience: AmeriCorps program staff, volunteer managers, AmeriCorps members
Level: Introductory

Volunteer Management (Intermediate-Advanced):

VMA-10: Delegation and Promotion of Volunteers
Presenter: TBD

Delegation and Promotion are very important in building the capacity of a volunteer program and are keys to volunteer recruitment, retention, and recognition. Delegation is a tough thing for staff to do, yet delegating some of their duties/responsibilities to qualified volunteers will maximize staff time, thereby maximizing their time to serve their clients. The same is true with promotion. Volunteers get burned out and bored, which can impact retention. But when volunteers are recognized for their efforts, dedication, commitment and qualifications by promoting them to higher level volunteer opportunities, it becomes a win/win situation.

Audience: Those who work with volunteers
Level: Intermediate-Advanced

Capacity-Building (Introductory):

CBI-10: Introduction to Asset-Based Community Development
Presenter: Josh Bowling – Indianapolis Neighborhood Resource Center

ABCD focuses on how to organize people in communities to include effective use of existing community assets in neighborhoods. Every neighborhood has its own assets – be it faith-based organizations, businesses, resources and most importantly

individuals, with immense and varied talents that can and must be recognized and utilized. Every neighborhood has within it the capacity for greatness that it is either demonstrating or waiting to reveal.

Through a series of exercises, participants will learn how to reach out to neighbors, identify community resources, and bring them together to address problems, work collaboratively toward shared goals, and build strong and organized communities.

Audience: All
Level: Introductory

Capacity-Building (Intermediate-Advanced):

CBA-10: From Strategic Planning To Strategic Doing
Presenter: Andrea Cranfill – Flashpoint HR

Whether you created the mission, vision, and values for your organization or are charged with implementing someone else's vision, incorporating those intangibles into your people and your processes is often difficult. Strategy and vision sound good in theory, but how do you go from strategic planning to strategic doing? In this highly interactive, idea-packed session, we will give you new and fresh ideas for executing your strategic plan and show you how to turn your vision into reality.

Audience: Directors, managers, and anyone else responsible for implementing organizational strategy
Level: Intermediate-Advanced

Higher Education Service-Learning:

HE-10A: Learning to Serve, Serving to Learn – The First Steps
Presenter: James D. Riley, Ph.D. - Manchester College

Based off of the book, *Learning to Serve, Serving to Learn: Leaving the Selfish Life Behind*, this interactive presentation will explore basic elements of service-learning, challenges, and planning/goal setting for service-learning. Participants will gain familiarity with key processes in learning to serve, serving to learn, familiarity with an instructional resource for a beginning service-learning course, and a planning process for intentional service. Models and examples will be discussed.

Audience: Higher education faculty, staff/administrators, students
Level: Introductory

HE-10B: Making a Difference: One Child at a Time
Presenter: Ann S. Hernandez, Ed.D. - The University of Saint Francis

This presentation will explore three endeavors for pre-service educators at the University of Saint Francis and the impact it has had on children in the community. The three endeavors include: *Bully Be Gone* – developing positive reacting and coping strategies in order to create a safe environment; *Blooming Readers* – literacy outreach putting books into text free homes; and *Abolish Abuse and Dare to Care* – developing skills in creative construction of recyclable objects for abused children.

Audience: K-12 educators, higher education faculty, staff/administrators, students, and community partners
Level: Intermediate